

## C.A.R.E. Update



**Government Services**

**DATE:** Thursday, January 17, 2002

### TRANSACTION MANAGEMENT REJECT ISSUE - RESOLVED

Prior to the January release (1/12/02), if a Billing Official would reject a cardholder statement, the cardholder was unable to reallocate the rejected transaction(s) to the appropriate accounting code. This required the customer to contact the U.S. Bank and have the transaction(s) manually corrected. As part of the January release, the issue of cardholders being unable to resubmit their rejected statements has been resolved. If you have a CH or MA that has a reject situation, please contact the Help Desk via phone or email stating the situation and the account number(s) impacted.

### WEB-BASED TRAINING PASSWORD CHANGE

The password for C.A.R.E. Web-based training will be changing on **Friday, February 1, 2002** to “assistance”. Until that date, please continue to use the existing password “knowledge” for access to the C.A.R.E. Web-based training site at <https://care.usbank.com>.

### Need Help?

For assistance with C.A.R.E., 24 hours a day, 7 days a week, call 800-254-9885.  
Outside the U.S., call us collect at 612-973-5735.

These numbers are for the A/OPCs only. As usual, if your cardholders or billing officials need assistance, they should call the regular customer service number at 888-994-6722.

### Feedback?

If you have comments or suggestions about C.A.R.E. that could be answered in a future issue of C.A.R.E. Update, please e-mail us at [care.government@usbank.com](mailto:care.government@usbank.com).